SECTION 2 – DESCRIPTION OF PROJECT

2.1 Scope of Services

2.1.1 General Requirements

1. Physical Security: The contractor shall safeguard all City property provided for contractor use. At the close of each work period, facilities, support equipment, and materials shall be secured.

2. Access Control: The vendor can gain access as designated by the Court Administrator.

3. Software license terms. All license and maintenance agreement terms and conditions must comply with O.C.G.A. § 36-60-13. The City is not obligated to fund license renewals and maintenance fees in future fiscal years. The City reserves the right to amend, alter or remove any terms and conditions in any maintenance agreement or license agreement that the City determines to be contrary to applicable laws, regulations and policies. Offeror's failure to accept the City's changes may result in rejection of the Offeror's proposal or cancellation of any contract entered into between Offeror and the City as the result of this solicitation. The sample agreement provided with this RFP supersedes all other documents, forms, terms and conditions

2.1.2. Specific Tasks:

Work shall include, but not be limited to, the following:

1. Provide project management services for the length of the Project.
2. Provide a maximum security solution for storing data either in-house on City servers or secured hosted solution, depending on which solution is more advantageous to easy operability for Municipal Court. If a hosted solution is offered, it must meet the City's data retention and security requirements.
3. Provide a case management system customized to the needs of Municipal Court, which has the following, but is not limited, to these requirements:

   a) Provides a graphical user interface with a dashboard.
   b) Can be used with a touch screen.
   c) Can be used and accessed with a traditional desktop, laptop, or a tablet, with minimal differences in functionality and user interface.
   d) Provides user notifications about upcoming events, overdue events, and other notable events.
   e) Has a flexible solution that offers user defined fields and data elements.
   f) ~~Allows for differentiated case management of various types of criminal cases, each set to user-defined rules and timeframes that the user can change at any time without provider support.~~
   g) Stores documents of all types and allows for paper-on-demand capabilities. This should include case related and system related files. Case related files should be linked to said case for simple retrieval by the user(s).
   h) Allows for use of an electronic notary and electronic date stamp.

i) Stores digital audio, video, and photographic files of all formats. This should include case related and system related files. Case related files should be linked to said case for simple retrieval by the user(s).

j) Provides integrated scanning capabilities so that documents can be scanned and stored with each individual case file in the system. A system utilized a bar code system is preferred.

k) Allows document creation through integration with Microsoft Word, Excel, Access, Publisher, and/or PowerPoint in both the most recent versions of those programs and legacy versions of those programs or allows for data to be exported in standard formats to Microsoft Word, Excel, Access, Publisher, and/or PowerPoint in a user-friendly way.

l) Allows for password protected access both internally and externally through a web-portal that does not require a VPN, but that does provide a maximum security data protection and access.

m) Differentiates levels of users who are granted access to the system based on defined roles and/or security groups.

n) Interfaces and exchanges with all of the following systems in one-way and two-way exchanges as described below:

1. E-ticket data to and from the City of Sandy Springs Police Department.
2. E-ticket data to and from the Georgia State Patrol.
3. Case and financial data to and from the private probation company contracted to provide services for Municipal Court.
4. Case disposition data to the Department of Driver Services.
5. Case disposition data to the Georgia Crime Information Center.
6. Case disposition data to the Administrative Office of the Courts.
7. Financial data to City's Finance Department (preferably comma delimited).
8. Case and financial data to and from an online payment system that allows persons cited with violations to pay fines online, as well as to be advised of their rights before entering their pleas and paying fines online.
9. Case and financial data to and from an interactive voice recording system.
10. Bond forfeiture notices to outside bonding agents.

o) Allows the end user, within appropriate privileges, to customize and update user privileges, case rules, case timeframes, reports, and all other functions. User should be able to create new reports, change case rules, change user privileges, with the appropriate privileged access, to the system.

p) Allows for electronic signature of all documents that can be authenticated in some way. Signature pad capability is preferred, but not required.

q) Provides a web-based, password protected interface for outside users (generally attorneys) to file any and all court documents using either the Court's standard templates.

r) Provides comprehensive, user-friendly report creation and generation capabilities, so that reports can be made at any time using any database field available by the end-users. All report writing capabilities should be able to be done through an interface that allows the end-user to build the report without support from the vendor whenever and wherever possible.

s) Provides the ability to email any documents created or scanned from the system.

t) Provides the ability to redact information on documents with the system for open records requests made to the court.

u) It is preferred to have the ability to automatically update criminal histories upon closing a case.

4. Provide a system that allows for, but is not limited to, the creation of the following specific reports:

a) Total number of cases disposed, differentiated by type of disposition: guilty pleas, nolo contendere pleas, pre-trial diversion program, bond forfeiture, guilty judgment after a trial, not guilty judgment after a trial, admission, finding of violation, no finding of violation, Conditional Discharge or First Offender discharge, Conditional Discharge or First Offender adjudication.
b) Total number of probation sentences issued by the Court during a particular time period.
c) Total number of confinement sentences issued by the Court during a particular time period.
d) Total number of suspended confinement sentences issued by the Court during a particular time period.
e) Cases assigned to a particular court appointed attorney, including case information such as defendant's name, charges, disposition, etc.
f) Cases arraigned within certain timeframes, such as 30, 60, or 90 days.
g) Total number of cases in which a charge under a certain city or state code section has been made, e.g., all disorderly conduct cases, or all driving under the influence of alcohol cases.
h) All events that have occurred on a particular case, searchable by case number, defendant name, and/or other identifying criteria.
i) All reports should be able to be run for specified timeframes (e.g., last 30 days, last year, between 01/01/2009 and 12/31/2012).
j) Provides easy-to-understand error reporting, messaging, and logs to help identify software problems quickly and efficiently.
k) Provides the ability to review all cases in which a particular defendant is charged, and which are currently open and active, as well as all cases involving a particular defendant.
l) Scheduled cases for arraignment based on defined parameters.
m) Allows users to configure their home screens to their specific needs (i.e., modules and cases they review most regularly).
n) Provides electronic access for the public to review and print court records from the web or at kiosks within the courthouse based on user-defined security and access parameters.
0) Offers the ability to schedule certain reports to be sent via email.
p) Provides a detailed audit trail of all user events associated with a case file.
q) Provides performance metrics reports based on the trial performance measures designed by the National Center for State Courts.

5. Provide data conversion services from Courtware system to the new system prior to implementation of the new system, as well as provide guarantees that data is accurately converted from the Courtware to the new system.